

Log #	Catg#	Date	Description of Issue	Description of Resolution	Date
1300	1	10/26/2007	Orig was complaining that the CA was interrupting the conversation.	Informed the Orig that we would contact the training department for further review of this. Orig was happy with that.	10/26/2007
1301	1	11/5/2007	Orig was complaining that the CA was using "GA" during the conversation.	Informed the Orig that we use "GA" at our company and that we will inform the training department about this being a problem for some Orig's for further review.	11/5/2007
1302	1	11/5/2007	Orig was on a VCO call and wanted to complain that the CA wasn't responding to them.	Informed the Orig that the CA's are trained to stay on mute during a VCO call and to type all responses to the Orig. Orig understood but didn't agree. We informed the training department of this for further review.	11/5/2007
1303	1	11/9/2007	Orig was upset that the CA was using "TY" for "Thank You" as an abbreviation in a call and she wanted to make a complaint about it.	Informed the Orig that "TY" is a commonly used abbreviation for TTY conversation's, but that we would research other abbreviations. Orig was happy with the Resolution.	11/9/2007
1304	1	11/28/2007	Orig was upset that the CA wouldn't redial a number after the term refused to take a relay call and they wanted to make a complaint about it.	Informed the Orig that we would contact the training department for further review of this. Orig was happy with that.	11/28/2007

			Informed the Orig that the CA isn't allowed to interject in the conversation, but that the CA can re-type everything to them. The CA only relay's a message not interprets. Orig understood but didn't agree..	12/7/2007
1305	1	12/7/2007	Orig was upset that the CA wouldn't clarify some things in the conversation after the term had hung up and they wanted to make a complaint about it.	
			Informed the Orig that he had been disconnected from us and we were just trying to reconnect with him. Orig understood.	12/21/2007
1306	1	12/21/2007	Orig was upset that the CA was continuing to call his number for a VCO call.	
			Informed the Orig that we were sorry and that we would pass this complaint along to the proper people.	12/21/2007
1307	1	12/21/2007	Orig was upset that we English to Japanese translation and wanted to make a complaint.	
			Informed the Orig that we were sorry they had a bad experience and informed the Orig that we would pass this along to the Training department for further review.	2/5/2008
1308	1	2/5/2008	Orig wanted to make a complaint that the CA wasn't following the instructions they gave to get a live rep.	
			Informed the Orig that we apologize for the experience and we informed them that we would pass this to the Training department for further review.	2/14/2008
1309	1	2/14/2008	Orig wanted to make a complaint that the CA would redial a number and then the CA hung up on them.	
			Apologized to the Orig and informed them that we would inform the Training department for further review.	3/9/2008
1310	1	3/9/2008	Orig wanted to make a complaint that the CA wasn't typing out all of a voice mail message.	

			Apologized to the Orig and asked for the CA numbers to pass on to the training department for further review. The Orig disconnected.	3/21/2008
1311	1	3/21/2008	Orig wanted to make a complaint about being hung up on.	
			Apologized to the Orig and informed them that we would pass this along to the proper people.	5/3/2008
1312	1	5/3/2008	Orig wanted to make a complaint that we didn't offer Spanish to English translation.	
			Apologized to the Orig and informed them that we would look into this and pass it on to the training department for further review.	5/7/2008
1313	1	5/7/2008	Orig wanted to make a complaint that the CA kept hanging up on them.	
			Apologized for the inconvenience and informed them that we are required to relay all calls that come to us.	6/11/2008
1314	1	6/11/2008	Orig wanted to make a complaint that they were receiving prank phone calls on their "One Number" and they wanted us to stop them.	
			Apologized for the inconvenience and informed them that we would inform the training department for further review.	6/18/2008
1315	1	6/18/2008	Orig wanted to make a complaint about a CA not being able to type fast enough.	